

State telecommunications management manual

State of California
Department of General Services

Telecommunications Division
Sacramento, California

Category:

**Telephone
Directories**

Chapter Title:

**Public Telephone
Directory**

Chapter Number:

1102.0

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Revision -

Revised:

PUBLICATION GUIDELINES

The primary Agency Telecommunications Representative (ATR) prepares and approves public directory information as needed. Upon request, the Local Exchange Carrier (LEC) provides an agency's white pages listing. The following guidelines apply to state listings in public telephone directories.

- Use key word identifiers that do not assume a knowledge of organizational structure when publishing public service numbers for agencies. For example, if fees are collected in the accounting office, list the telephone number under "Fee Collection" instead of "Accounting".
- Only list telephone numbers needed by the public.
- List agency 800 numbers first under the agency heading followed by "no charge to calling party". Afterwards, enter the TDD and public telephone numbers respectively.
- Agencies must provide referral service for disconnected telephone numbers listed in public directories for the life of the directory.
- Submit timely requests to the LEC to delete disconnected numbers in order to avoid publication in subsequent directory editions.

PROCEDURES FOR LISTING PUBLICATION

AGENCIES WITH CALDEX SERVICE

State agencies that use CALDEX telephone service and add, change or delete CALDEX numbers that appear in public telephone directories, **must** identify these changes on a STD. 20 form and send it to the TD Client Service Center. The TD processes the request and coordinates with the applicable LEC. (Agencies may also include any requests for new or additional CALDEX lines on this STD. 20 form.)

NON CALDEX AGENCIES

Primary ATRs, whose state agencies do not receive service from CALDEX, should approve and submit public directory listing information directly to the applicable LEC.



Note:

CALDEX Agencies and Public Telephone Directory Orders
CALDEX agencies wishing to purchase public telephone directories must establish a separate billing account number with the LEC. This prevents public directory charges from being billed to a CALDEX telephone number. Contact the Client Service Center for any questions concerning this process.

See Chapter 0101.0, TD Reference Guide, for all TD contact information referenced within this chapter.